

# MEDALLIA PRESENTATION



**VETERANS  
TOWN HALL MEETING  
JULY 24, 2018**

# OVERVIEW OF MEDALLIA



- MEDALLIA is a customer experience management tool that VA acquired to collect and analyze real-time feedback Veterans submit after receiving outpatient and other VA services. MEDALLIA Outpatient Surveys are emailed twice weekly and are open to respondents for two weeks. Once a Veteran submits their feedback responses, that feedback is available in MEDALLIA immediately.



# SURVEYS



- Surveys are sent twice a week to Veterans via email after they have one of the following Outpatient interactions:
- 1) Scheduling an appointment
- 2) Visiting a provider
- 3) Receiving a prescription by mail
- 4) Receiving a prescription at the pharmacy
- 5) Completing lab or imaging work
- Scale 1 = Strongly Agree 5 = Strongly Disagree

# Subject Line: VA Scheduling Survey- 1 minute





U.S. Department  
of Veterans Affairs

Help us serve you better

Your feedback is important to us and helps us improve services at Corporal Michael J. Crescenz Department of Veterans Affairs Medical Center. Please take one minute to let us know how we are doing by answering this survey about the July 18, 2018 healthcare appointment you made on July 17, 2018.

**Take Survey**

**Take Survey**

Thank you,

**Veterans Experience Office**  
Department of Veterans Affairs

If you wish to share your feedback, please do so by August 02, 2018 at 10:15 PM.

You received this email because you provided your email address to VA.

The Veterans Crisis Line provides free, confidential support for Veterans in crisis and their families and friends. Dial 1 (800) 273-8255 (Press 1), or text 838255 to receive confidential support 24/7. (System of Records Notice VA158VA10NC5) Visit <https://www.veteranscrisisline.net/> for more information.

The National Call Center for Homeless Veterans (NCHV) provides free, confidential support for Veterans who are homeless or at risk of homelessness—and their family members, friends and supporters. Veterans can make the call to or chat online with the National Call Center for Homeless Veterans, where trained counselors are ready to talk confidentially 24 hours a day, 7 days a week. Dial 1 (877) 474-3838 or visit <https://homeless.va.gov/HOMELESS/> to receive confidential

# FEEDBACK



- MEDALLIA surveys also provide Veterans with the option of leaving a comment:
- **Thorough eye exam by Resident and supervising doctor Chubb. Once serious impairment was realized, we were introduced to G.W. Stilwell, (VIST Supervisor). He got to know my father and his condition then explained available programs & devices that could assist with improving quality of life. Together they established a plan. I saw hope & confidence return to my Dad. Thank you!**

# FEEDBACK



- Veteran commented: My provider was highly professional, courteous, and personable. She thoroughly answered all of my questions and clearly explained the results of my examination.

# CONCLUSION



**THANK YOU**